


















LHS 2017-2022 Monitoring Tool

2022/23 – Year Six

	There are significant issues that require immediate remedial action. WILL IMPACT ON SERVICE DELIVERY
	Issues have been identified that will require remedial action if work is to remain within tolerance. NOT ON SCHEDULE BUT WILL NOT IMPACT SERVICE DELIVERY
	Progressing to plan

LHS Priority 1: The supply of housing meets the needs of our communities

1.1 Increase the supply of affordable housing				
Strategic actions	2022-2023 Progress	2022/23 Status	Partners	Related documents
Review and update Strategic Housing Investment Plan (SHIP) in accordance with Scottish Government Guidance	<ul style="list-style-type: none"> SBC continues to meet with Scottish Government and RSLs on a regular basis. The SHIP Delivery Support Group continue to improve working relationships with the development management team and help unlock a number of projects in the Borders SHIP 2023-2028 was submitted to Scottish Government in October 2022. The SHIP received very positive feedback from the Scot Gov 		SHIP Working Group	<ul style="list-style-type: none"> Strategic Housing Investment Plan (SHIP) 2023-2028 SHIP Progress Delivery Report
Identify mismatch of supply and demand in social rented housing, including need for re-provisioning, to inform investment priorities	<ul style="list-style-type: none"> Continue to meet on a quarterly basis with the four local RSLs (Borders Housing Alliance) A mis-match project brief has been developed and agreed with the RSLs. Work on this will be carried forward into 2023/24 and form part of the LHS 2023-2028 HNDA3 received robust and credible status in July 2022 Working closely with the Learning Disability Service as part of the development of the LHS 2023-2028 Upper Langlee Regeneration - Demolition of 159 homes was completed in December 2022 and Waverley Housing are currently in the process of procuring a contractor for phase 1 of the new development. Young people work has been imbedded into the new LHS 2023-2028 	 	LHS Partnership Group	<ul style="list-style-type: none"> Border Housing Alliance Minutes SHIP 2023-2028 Learning Disability Service Strategic Commissioning Plan 2016-19 Space To Live: Wheelchair Accessible Housing in The Scottish Borders SESHoF Minutes Langlee Steering Group minutes Young People's Housing Need Study
Accelerate infrastructure projects to enable affordable housing projects to proceed; engage with infrastructure development agencies and national/regional construction firms to identify housing led growth opportunities (in/around the Border railway corridor)	<ul style="list-style-type: none"> South East Scotland City Regional Deal - The Edinburgh City Region Housing programme includes the Edinburgh Home Demonstrator project which will demonstrate the effectiveness of homes designed and constructed to net zero carbon, using Modern Methods of Construction (MMC). Two Borders based RSLs have expressed interest in participating in this project and will be identifying potential sites in 2023/24. No HIF funding bids identified by SBC and RSLs SBC continues to promote the Rural Housing Fund and this will be included in the new website Lowood - A planning application submitted for roads and service infrastructure was submitted in March 2022. The establishment of Board to oversee delivery of housing, supported living and elderly care facilities at Tweedbank. The application was for the construction of road infrastructure, drainage and planting (22/00494/FUL) was approved in April 2023 Self-Build has been included in the LHS 2023-2028. There are plans to develop a self-build register once further guidance comes from SG 		SBC, HFS, Rural Housing, Scottish Enterprise	<ul style="list-style-type: none"> City Deal Workstreams Minutes Regional Housing Board Minutes SHIP 2023-2028 Housing Supply Strategy 2018-2028
Build capacity in the construction sector through training and employment initiatives to ensure businesses compete more efficiently	<ul style="list-style-type: none"> City Deal Region - The Edinburgh City Region Housing programme includes the Edinburgh Home Demonstrator project which will demonstrate the effectiveness of homes designed and constructed to net zero carbon, using Modern Methods of Construction (MMC). MMC uses technology, new materials and contemporary on-site building techniques to improve efficiency and quality in buildings. Two Borders based RSLs have expressed interest in participating in this project and will be identifying potential sites in 2023/24. Eildon Housing Association has also progressed development partnerships with 4 Developers. These are Cubby Construction Ltd, M&J Ballantyne Ltd, Stewarts & Shields Building Contractor and High Buckholm Ltd. Continue to attend the construction Sector Supply Chain forum 		SBC, Borders College, South East Scotland Housing Forum	<ul style="list-style-type: none"> City Deal Workstreams Minutes Regional Housing Board Minutes Housing Supply Strategy 2018-2028
Proactively engage with housing land owners and developers to improve communication, share market intelligence, influence value expectation and cultivate development opportunities	<ul style="list-style-type: none"> The Convention of the South of Scotland held a "Housing Summit" in February 2023 SBC officers are engaging with Homes for Scotland on the Housing Land requirements and the draft NPF4. 		SBC, RSL's	<ul style="list-style-type: none"> SHIP 2022-2027 Housing Supply Strategy 2018-2028
1.2 Increase options for affordable housing				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Based on improved intelligence of the economies of development in the Borders, examine innovative procurement techniques, construction technologies,	<ul style="list-style-type: none"> A range of procurement, design and partnership arrangements can be demonstrated through consideration of SHIP 2023/28 and individual projects. 		South East Scotland Housing Forum,	<ul style="list-style-type: none"> SHIP 2023-28








partnership agreements and funding models to maximise the delivery of housing supply	<ul style="list-style-type: none"> Independent monitoring and evaluation will be undertaken by the Mackintosh Environmental Architecture Research Unit within the Mackintosh School of Architecture on Eildon's Green Homes Pilot Project 		SHIP Working Group	
Improve understanding of the economics of development in a Borders context including development costs, construction industry capacity and land values through analysis and research across development partners	<ul style="list-style-type: none"> Partnership working is central to the development of the annual SHIP submission. Ongoing work with RSLs, developers and Scottish Government. Discussions and information sharing continue to take place on a regular basis Review any impact of the Land and Buildings Transaction Tax (LBBTX) on the Borders Housing Market will be considered as part of the new LHS 2023-2028 		South East Scotland Housing Forum, SHIP Working Group	<ul style="list-style-type: none"> SHIP 2023-28 Main Issues Report Housing Supply Strategy 2018-2028
Explore options to make house purchase an attractive option for young economically active people encouraging them to come to or stay in the Scottish Borders	<ul style="list-style-type: none"> A review of the housing pages on SBC's website has begun and is currently ongoing. This includes information and advice on housing options, including low cost home ownership and shared equity The Young People's Housing Need Study continues to be monitored and has now been embedded into the new LHS 2023-2028 All the four local RSLs have updated their allocations policies since April 2019. RSLs will review their allocations policies in 2023 		SBC, South East Scotland Housing Forum	<ul style="list-style-type: none"> Border Housing Alliance Minutes Young People's Housing Need Study Communications Plan
Work in partnership with economic development partners to address gaps in construction industry/skills capacity which create a barrier to housing led economic growth	<ul style="list-style-type: none"> Work together with South East Scotland Edinburgh City Region Skills and Innovation work stream. Continuing to develop more links with SOSE staff in addition to those who transferred from SBC. A number of Community Initiatives have been progressing across the programme. Eildon Housing Association have been working in collaboration with its building contractors, the Association has been pushing for local employment and suppliers to be used where possible. Actively promoting technologies that support energy efficient heating and the decarbonisation of heat has allowed SBC to start to develop experience in these technologies. Training remains available within the region for heat pumps and fabric first insulation. 		Skills Development Scotland Business Gateway	<ul style="list-style-type: none"> Border Housing Alliance Minutes Borders Home Energy Forum Minutes Regional Housing Board Minutes
1.3 Review and progress delivery of locality plans				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Support the development of a town centre living strategy	<ul style="list-style-type: none"> Hawick CARS offered grant funding to 80 High Street (the former Liberal Club) with an intervention rate of 90% in September 2022. The works were due to be completed end of April 2023. This will secure the occupied areas of the building for the future. The main Liberal Club is however still to be developed, which will take the building off the buildings at risk register. Hawick CARS were also able offer grant funding to another priority building – Glenmac Mill, Hawick. This work was due to start in April 2023 and due for completion autumn 2023 to tie in with the flood protection works. Town centre projects are monitored through SHIP While there are have been no new builds in town centres in 2022/23 there have been 12 units developed very close to the town centre boundary: <ul style="list-style-type: none"> 4 Oakwood, Galashiels 8 Elm Court, Hawick 		CPP	<ul style="list-style-type: none"> Town Centre Strategies CARS SHIP 2023-28 Town Centre Contribution Statements
Improve understanding of housing need and aspirations through community engagement and by sharing information across services and partnerships	<ul style="list-style-type: none"> Housing Strategy meet regularly with locality partners. RSL and Housing Strategy Team are represented on the Strategic Planning Group 		CPP, SESplan Housing Market partnership	<ul style="list-style-type: none"> Housing Locality Profiles Community Led Steering Group Minutes Strategic Planning Group Minutes
1.4 Reduce the number of empty homes				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Reduce the number of empty properties by offering information and advice to property owners	<ul style="list-style-type: none"> The long term empty property numbers remain at relatively constant level. Data on Empty Homes provided by council tax is reviewed on a monthly basis. This provides the basis of directing appropriate contact with owners. There has been a level of data cleansing required. This data will continued to be monitored monthly. The Empty Homes Officer works with empty homes owners to agree a package of work and timescales. Following an application to customer services, requesting discretion by the owner, a discretion report based on property visit and agreements made with the owners is provide to customer services by the Empty Homes Officer. In 2022 SBC launched the Empty Homes Grant Scheme which formally came into effect in September of last year. The Grant Scheme has been well received and we currently have 16 applications for a variety of empty homes across the borders, 12 of which will become affordable rental homes. In the first year of dedicated resource being applied to empty homes, we have seen 18 empty homes being brought back into use through direct officer activity. The Empty Homes Officer was nominated for the SEHP Rising Star Award at the Scottish Empty Homes Conference 2023. 		SBC, RSL's	<ul style="list-style-type: none"> Communications Plan Housing Supply Strategy 2018-2028 Scheme of Assistance
1.5 Contribute to strategic planning				
Strategic actions	2021-2022 Actions	2021/22 Status	Partners	Related documents
Use the land reform and community empowerment agendas to promote and offer opportunities for land assembly through local communities	<ul style="list-style-type: none"> Engagement with South of Scotland Community Housing as a means of exploring and promoting the delivery of affordable housing via this route. Partnership project with the Scottish Empty Homes Partnership also being considered to deliver capacity and resource in the Borders to support this. 		SBC, RSL's, South East Scotland Housing Forum	<ul style="list-style-type: none"> Housing Supply Strategy 2018-2028







Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
1.1 Increase the supply of affordable housing	Total number of completions	325 per annum (ave: 2011/12 – 2014/15)	348 pa	222	345	321	298	Not available at time of reporting	Not available at time of reporting
	Number of affordable homes completed	87 pa (2011/12 – 2014/15)	128 pa	87 RSL	139 (130 RSL & 9 NHT)	114	94	238	120
	Number of new social rented homes completed	79% of affordable completions in 2014/15 were social rent	85% of affordable housing to be social rent	78%	84% (includes RSL purchase)	84%	89%	76%	85%
	Number of other affordable homes delivered (all subsidised and un-subsidised intermediate tenures and mid-market rented homes)	21% of affordable completions in 2014/15 were not social rent	15% of affordable housing to be 'other' affordable housing	145 (23%)	192 (16%)	141 (16%)	107 (8%)	314 (5%)	146 (15%)
1.2 Increase options for affordable housing	Options identified	None	Complete option identification	Exploring SFT 5k and 40k house model	-	-	-	Borders sites proposed in relation to the Edinburgh Home Demonstrator Project ph. 3 pilot.	-
	Feasibility studies undertaken	None	Complete feasibility studies	Not applicable	-	-	-	-	-
	No. of MMR units	None	Increase provision of MMR	45 (Bridge Homes)	9 (Bridge Homes)	0	0	0	5
1.3 Review and progress delivery of locality plans	No of Locality Plans reviewed and delivered	SOA agreed 2013	Locality Plans in place & increase supply of affordable housing in Town Centres in line with Whole Town Plans e.g. Selkirk, Kelso, Hawick & Galashiels	-	-	-	-	-	-
1.4 Reduce the number of empty homes	No. of long-term empty homes	1,421 (2014 figure)	< 1,421 homes	1,427	1,499	1,543 (1,041 long term + 502 exemptions)	1,260 ¹ (990 long term empty + 270 exemptions)	1,587 (1,249 Long term empty + 338 exemptions)	1,730
	Enforcement orders used – e.g. CPOs	0	>0	0	0	6 (in collaboration with Building Standards)	14 in progress. With official notice due early 21/22	5 defective building notices served in regard to common repair issues where owners could not reach collective decision to progress.	Not available at time of writing
	Homes brought back into use	9 (ave 2011/12 – 2014/15)	> 9 homes	5	-	6	4	Empty Homes Officer in post Aug 2021 – active case load of 110 empty homes	19
1.5 Contribute to strategic planning	Adoption of SESplan2	SESplan	Adopt SESplan2 in 2018, as basis for HSTs, LDP and wider strategic planning	-	-	-	-	-	-
	Delivery of HNDA3	HNDA2	Set in place partnership arrangements to deliver HNDA3 and inform the next LHS	-	-	-	-	Work is underway on HNDA3 – with the aim to submit to SG by March 2022	Robust and Credible status – July 2022
	Engage with Planning Review	HNDA3, SHIP	Mechanisms to streamline and enable new housing supply	-	-	-	-	Continue to respond to consultation on NPF4	Continue to respond to consultation on NPF4

¹ As of March 2021, exemptions are much lower at 270. Further analysis will be carried out in due course to identify the reason for this decrease.

LHS Priority 2: More people live in good quality energy efficient homes

2.1 Social housing stock meets the SHQS				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
SBC and RSL's partner will work together to develop a plan for addressing SHQS failures, exemptions and abeyances	<ul style="list-style-type: none"> Refer to the RSL Asset Management plans RSLs are currently in the process of arranging comprehensive stock condition surveys to be carried out 		SBC, RSLs, developers	SHR Data Borders Housing Alliance Minutes
2.2 Social Housing stock meets EESSH 2020 target				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Work in partnership to improve the quality of the social housing stock: to meet SHQS and EESSH targets, and support improved energy efficiency standards in new build developments	<ul style="list-style-type: none"> Borders Home Energy Database is maintained and update by the Energy Efficiency Strategy Officer. New data suites provided as part of LHEES preparation and National Assessment. RSLs have carried out extensive internal review and assessments of their stock. SBC have engaged with local RSLs to understand their projected schedule of works relating to energy efficiency improvements and to establish where there may be synergy with ESS:ABS activity. Potential joint working opportunities identified (e.g. mixed tenure blockers) Continue to attend Govt meetings and liaise with stakeholders to take advantage of appropriate right for initiatives. 		SBC, RSLs, developers Borders Home Energy Database	BHEF Minutes Affordable Warmth and Home Energy Efficiency Strategy
RSLs to prepare annual reports on their progress on achieving EESSH	<ul style="list-style-type: none"> Detailed surveys on condition will inform EESSH 2 strategy (and LHEES for SBC) comprehensive stock condition surveys carried out. RSL progress on EESSH is reported in Annual reports and the Affordable Warmth strategy annual update report. An overall EESSH compliance of 89.3% for 2022/23. Updated against this standard requested. Very slight reduction due to some EPCs and properties being reassessed. BHA 81.1%, EHA 91.4%, SBHA 92% and WH 92.5 % 		SBC, RSLs, developers	SHR Data Affordable Warmth and Home Energy Efficiency Strategy
2.3 Significant improvement in fuel efficiency of housing stock				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Explore the potential to support communities to come together to negotiate discounted rates for fuel provision in rural areas or acknowledged areas of deprivation	<ul style="list-style-type: none"> Borders Home Energy Forum continues to meet regularly to promote and develop opportunities and support options to cooperate for funding opportunities. Case studies from EES:ABS and Warm & Well Borders scheme used to both promote schemes and examples of scheme worth when applying for additional funding. Ongoing attendance with colleagues in Highlands and Islands forum. Sharing information and activity re: energy suppliers. Insight into energy price increases and concerns. Continued to meet regularly with HES and share issues, challenges and opportunities. 		SBC, SG, Utility Companies, Developers, East Scotland Home Energy Forum	BHEF Minutes Affordable Warmth and Home Energy Efficiency Strategy
Incentivise mixed tenure approaches to improve energy efficiency	<ul style="list-style-type: none"> SBC and RSLs share data to see where EES activity can work in shared blocks or to free up blockers. In part of major planned works SBC were able to apply EES:ABS funding to enable a private property within a social EWI scheme to be installed. Looking at larger opportunities and how to use funding to support private properties alongside social housing. Working with RSLs to ensure that private "blockers" in RSL led schemes could be progressed (e.g. via EES:ABS) so the scheme maximised impact and could treat all properties in scope. 		SBC, SG, RSLs, Developers,	BHEF Minutes Affordable Warmth and Home Energy Efficiency Strategy
Target resources, information and advice to ensure owner occupiers and private landlords benefit from opportunities for insulation, double glazing, upgraded heating systems etc.	<ul style="list-style-type: none"> Continue to respond to Scottish Government consultations SBC's website are currently being updated with a section dedicated to the Cost of Living Crisis Post install survey and questionnaire being used on EES:ABS installations. Changeworks (Managing Agent) to provide report on insight gathered. Annually within the EES:ABS scheme a proportion of the funding and resource is set aside to complete monitoring & evaluation on the effectiveness of the scheme. Recent insight and feedback report provided by Changeworks. Warm & Well Borders scheme continued to support households across the region. The Energy Efficiency (Private Rented Property) (Scotland) Regulations 2019 were withdrawn as a direct result of the impact Covid-19 had on the sector. It has been proposed that the regulations will be in force from 2025, with a backstop date of 2028 for PRS properties, and for all owner occupied properties by 2033. SBC are closely monitoring the guidance and advice from Govt and as soon as firm details are in place, these will be shared with local private landlords across SBC platforms, comms and awareness sessions. In the financial year 2022/23 SBC were awarded £1.8m in EES:ABS funding. 220 energy efficiency measures supporting over 170 households (forecast). For the 2023/24 programme SBC have been allocated over £1.82m, Online digital support as a result of Covid restrictions has embedded behaviours that can support isolated households such as those in very rural areas or those particularly vulnerable. Regular meetings with HES to understand the interactions and traffic of the able to pay households in relation to energy efficiency enquiries. Ensure understand where enquiries and areas of interest are within region and the volumes HES are experiencing. 		SBC, SG, RSLs, Developers, SAL, Private Landlords, East Scotland Home Energy Forum	Consultation Responses Affordable Warmth and Home Energy Efficiency Strategy
Ensure effective targeting of energy efficiency measures on those who are experiencing fuel poverty	<ul style="list-style-type: none"> The Affordable Warmth Strategy has been implemented, work is underway on LHEES which will supersede this strategy Carried out an audit on all fuel poverty activity in the area, working in partnership with RSLs, Changeworks, Home Energy Scotland and through the local Home Energy Forum RSLs continue to provide financial inclusion activity and develop bespoke projects with key partners (such as Changeworks) to delivery targeted home energy advice to tenants 		SBC, RSLs, SG, East Scotland Home Energy Forum, SPAP	BHEF Minutes Affordable Warmth and Home Energy Efficiency Strategy









	<ul style="list-style-type: none"> • SBHA's Warm and Well Coordinator supported 621 tenants in 2022/23 against a target of 350, and issued 1,171 fuel vouchers worth more than £55,000 to SBHA tenants. They also made 130 fuel debt payments, totalling £159,763. The Borders Housing Network (BHN) plans to expand on this work in 2023/24, thanks to a grant of £84,000 from the Scottish Borders Council Cost of Living Fund – with recruitment of a new advisor to support all RSLs in the BHN currently underway. • Continue to use Home Analytics and Arc GIS mapping to explore areas most at risk of fuel poverty or with other specific challenges to delivering affordable warmth. Strategic targeting and delivery of EES:ABS as fuel poor areas identified. Developed processes ahead of LHEES development. Regular weekly meeting with internal ArcGIS planning colleagues to refine processes and increases skills and processes 			
Develop a local, multi-agency home energy forum to support the development and implementation of the strategic approach to tackling fuel poverty	<ul style="list-style-type: none"> • Borders Home Energy Forum continues to welcome new membership and guest speakers are invited to forum ensures broad range of content. • BHEF continues to meet remotely. • Annual Activity report is produced 		SBC, RSLs, East Scotland Home Energy Forum	BHEF Minutes
Explore the development of a comprehensive local network of delivery options to provide enhanced fuel poverty and energy efficiency advice	<ul style="list-style-type: none"> • Continued focus on longer term aspirations beyond annual EES:ABS delivery. Renewable technology and training in college now core to curriculum. Supporting local awareness and interest in both renewables and energy efficiency fabric first measures. • Housing is represented at the Construction and Supply Chain forum. Borders College have now taken chair responsibilities. • Continue to be involved and participate in the Sustainability Development Group • Independent monitoring and evaluation will be undertaken by the Mackintosh Environmental Architecture Research Unit within the Mackintosh School of Architecture on Eildon's Green Homes Pilot Project • SBC & CABs Warm and Well 2022/23 has been able to engage 398 households, with 198 cases resolved with a positive outcome and secured benefits and savings of £1.36 million for households across the region. 		SBC, RSLs, East Scotland Home Energy Forum	BHEF Minutes Affordable Warmth and Home Energy Efficiency Strategy
2.4 Improved functioning of the private sector housing portfolio				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Work in partnership to improve condition of empty homes in rural areas and town centres	<ul style="list-style-type: none"> • Empty Homes Officer was recruited in August 2021 and works for both Scottish Borders Council and Shelter. • In July 2022, South of Scotland Community Housing recruited a Community-Led Housing Co-Ordinator (Empty homes and Buildings) for the Scottish Borders. 		SBC, SG, RSLs, Developers, CPP	CARS Empty Homes Work
Develop effective routes to liaise and collaborate with the private landlord sector to maximise the quality and impact of the private rented sector in Scottish Borders	<ul style="list-style-type: none"> • Continuing to work with LAS to hold forums and training. The next forum will be held in 2023/24 • Work continued to develop robust procedures in relation to prescribed information and the common occurrence relating to invalid applications. Scottish Borders Council also introduced a courtesy reminder to ensure oversights of registration renewal aren't unduly affected by late fees applied by SG. • PI's and quarterly report on landlord registration is produced and circulated • RRTP Private Sector Officer has been recruited • Scrutinising prescribed information provided on applications and liaising with landlords where there are anomalies. This is an important point of engagement, landlords are offered guidance on legislation relating to letting properties. Rental properties are being improved as a result and landlords also gain a better understanding of the requirements when letting in the private sector. Prescribed information also includes for the provision of Energy Performance Certificates. Landlords are becoming increasingly aware of the need for energy efficiency and proposed future energy standards affecting the rental market. Advice and support is offered through our liaison service. • Private landlord's survey was sent out at the end of 2022. There was a response rate of 6%. The results will be included in the new LHS 2023-2028 • Feasibility of a project to match suitable private landlords with tenants will be carried forward as an action in the LHS 2023-2028 		SBC, RSLs, Private Landlords, SAL, BHSP Communication Plan	PRS Quarterly Reports
Deliver multi-tenure information and advice to enable households to manage the condition of their property	<ul style="list-style-type: none"> • A review of house condition across the Borders has been included in the LHS 2023-2028 and has a specific strategic outcome. • Within our team Private Sector initiatives are approached more holistically and appropriately linked. Referral and liaison with other departments has improved although scope for further enhancement remains. • Website content has been reviewed with a draft content progressed – this includes private sector Housing pages which further aligns the service provision in these areas. • Looking at recruiting a Housing Regeneration Officer • The Scheme of Assistance will be reviewed as part of the new LHS 2023-2028 		SBC, RSLs, Shelter, CAB	Scheme of Assistance
Explore and implement mixed tenure solutions to improve stock condition	<ul style="list-style-type: none"> • Progress in the delivery of the missing shares scheme was hampered by Covid-19, in light of this the scheme has been extended until the 31st March 2025 to mirror the duration of the Conservation Area Regeneration Scheme. 			Missing Shares Pilot



Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	
2.1 Social housing stock meets the SHQS	% of dwellings that meet the SHQS	91% compliance (2014/15)	100%	94%	94%	95%	98%	-	Not available at time of reporting	
	% of dwellings with failures, abeyances or exemptions	9% (2014/15)	0%	6%	6%	5%	2%	-	Not available at time of reporting	
2.2 Social Housing stock meets EESSH 2020 target	% of dwellings that meet the EESSH 2020 target	Baseline to be established as a key priority.	100% compliance	68%	80%	91%	92%	91.2%	89.3%	
2.3 Significant improvement in fuel efficiency of housing stock	Production of a 2017 Fuel Poverty Delivery Strategy	N/A	Complete	-	Draft Affordable Warmth and Energy Efficiency Strategy is currently out for consultation	Affordable Warmth and Energy Efficiency Strategy was approved by council. 1 st year of implementation	2 nd year of the strategy has been implemented	3 rd year of the strategy has been implemented	Work has begun on LHEES	
	Households in fuel poverty	40% fuel poor and 11% extreme fuel poor (2011-2013)	Reduce households in fuel poverty	2014-2016 – 34% fuel poor and 13% extreme fuel poor	2015-2017 – 31% fuel poor and 8% extreme fuel poor	2016-2018 – 29% fuel poor and 15% extreme fuel poor	2017-2019 – 29% fuel poor and 14% extreme fuel poor	Not available at time of reporting – most recent available: 2017-2019 – 29% fuel poor and 14% extreme fuel poor	Most recent available: 2017-2019 – 29% fuel poor and 14% extreme fuel poor	
	EES-ABS investment in Scottish Borders	£1,623,023 (2014/15)	Full EES:ABS spend	£1,409,119	award is almost £1.3m	£1.4m	£1.7m	£1.78m	£1.8m	
	Social rented sector stock built to Silver energy standard	N/A	100%	87	130	114	103	-	-	
	No. of private sector measures installed	420 (370 External wall insulation, 50 cavity wall insulation) (2014/15)	>420	Over 700 (600 Hard to Treat cavities, 37 External wall insulation, 35 internal wall insulation)	732 private measures and 3 social measures (10 virgin loft, 39 loft top-up, 32 room in roof, 50 CWI, 8 underfloor, 44 IWI, 26 EWI, 526 HTTCs)	278 private measures installed (126 HTTC, 65 EWI, 56 IWI & 25 Air Source Heat Pumps)	Following Covid restrictions it was still possible to install 100 of the planned 278 energy efficiency measures supporting over 75 hsehlDs	141 measures installed supporting 83 households	More complicated multi measures including renewable technologies.	220 (tbc)
	No. of households provided with energy advice/information	4,041 Engagements; 895 referrals (Home Energy Scotland) (2014/15)	>4,041	5,124 Engagements 2,034 referrals	5,411 engagements 847 referrals	5,117 engagements 724 referrals	5,501 Engagements 183 Referrals	6,391 engagements 173 referrals	Not available at time of writing	
2.4 Improved functioning of the private sector housing portfolio	Finalise private sector strategy, including provision for BTS strategy	N/A	Complete	-	-	-	-	Included in the development of LHS 2023-2028	Included in the development of LHS 2023-2028	
	No. of private sector properties where serious disrepair and BTS reduced	TBC	80 units per annum	18 supported with Advice and practical Assistance. 11 resulting in action	25 supported with Advice and practical assistance	40 instances of practical assistance.	46 instances of advice and practical assistance	38 instances of advice and practical assistance	48 instances of advice and practical assistance	
	Enforcement orders used	0	>0	0	0	6 (in collaboration with Building Standards)	14 in progress. With official notice due early 21/22	5 defective building notices served in regard to common repair issues where owners could not reach collective decision to progress.	Not available at time of writing	

LHS Priority 3: Fewer People are affected by homelessness

Outcomes:

3.1 Use effective housing options and preventative intervention to successfully prevent homelessness				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Develop and analyse client group profiles for homeless applicants to identify reasons for homelessness, housing support needs and how to target prevention activity to specific groups	<ul style="list-style-type: none"> Extension to current Housing Support Contract has been granted until July 2023 to allow for revision of the tender and re-tender of our contract in line with mapping current Housing support networks. 		BHHSP, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
Monitor the strategic homelessness approach through the newly established Homelessness and Health Strategic Partnership, and delivery of the new Rapid Re-Housing Transition Plan	<ul style="list-style-type: none"> Activities and spend template submitted to SG 30/06/2020. A review on the RRTP is currently ongoing 		BHHSP, SG, private landlords, Housing Support providers, Information & advice agencies	
3.2 Improve access to & impact of Housing Options model				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Conduct research and analysis of the reasons behind sustainment outcomes for previously homeless households to ensure that effective support models are identified and are made more widely available	<ul style="list-style-type: none"> Work continues on better understanding of housing allocation lets to homeless and potentially homeless households to identify current pressures and blockages. Two pilot intervention Funds available in 2021/2022, funded by Scottish Government Ending Homelessness Together fund. The first was launched in 2020/21, there were 7 applications to the fund in the first year 2020/21, and 13 applications in the second years 2021/22. In 2022/23 there have been 15 applications to the fund. A total of £48,598 has been spent. The second fund to launch in 2021/2022 was the Homelessness Intervention Fund accessible by front line workers within homelessness services to use in the prevention or resolution of homelessness and has been very well used. 		BHHSP, Housing Support providers, Information & advice agencies	RRTP
Improve access and links to education, training or employment opportunities within homelessness and resettlement processes	<ul style="list-style-type: none"> Due historically unprecedented demand on homelessness service, the continued impact of the pandemic and impact from the Ukrainian programme the SBC RRTP is currently being reviewed and this will be reviewed as part of that 		BHHSP, Employability services, Housing Support providers	RRTP
Implement a common approach to housing options which stimulates collaboration, considers all tenures, focuses on prevention and early action and creates a single point of access	<ul style="list-style-type: none"> Due historically unprecedented demand on homelessness service, the continued impact of the pandemic and impact from the Ukrainian programme the SBC RRTP is currently being reviewed and this will be reviewed as part of that National reviews ongoing in these areas and work stream/guidance being fed down from SG. <ul style="list-style-type: none"> *Care Leavers – Youth Homelessness Prevention Pathway: Improving Care Leaver Housing pathway – published in November 2019 by a Way home Scotland ** Domestic Abuse – Improving housing Outcomes for women and children experiencing domestic abuse, published December 2020 ***Poverty is a thread that will run through all pathways however this action will seek to ensure that no gaps remain following the completion of the individual pathways work. 		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP,	RRTP
Develop a range of Housing Options pathways tailored to the needs of specific client groups and communities	<ul style="list-style-type: none"> Due historically unprecedented demand on homelessness service, the continued impact of the pandemic and impact from the Ukrainian programme the SBC RRTP is currently being reviewed Currently working update SBC website with a section on 'finding a home' this will include a wide range of information on housing options 		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	RRTP
3.3 Improve access to a range of settled accommodation options				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Improve access to a better range of settled accommodation options for homeless households	<ul style="list-style-type: none"> Recruitment of a RRTP Private Sector Officer Private landlords survey at the end of 2022 – a response rate of 6% Create awareness of and make appropriate use of First-tier Tribunal referral powers, monitoring cases considered by the First-tier tribunal will be a key responsibility of the RRTP Private Sector officer when appointed. Homeless, DA, TCAC, Housing support officer have completed bespoke training. National working Group looking at PHP, SBC are part of the national group. Draft guidance and templates expected to be finalised for consideration by the Government the end of March 2021. Consider localised implementation following publication of guidance. Formalised relationships with Link Housing who have joined the section 5 protocol and offering SBC first refusal on 100% of their lets in the Scottish Borders 		SG, DWP, BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies	RRTP
3.4 Lessen the impact of residing in temporary accommodation				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Review the strategy for temporary accommodation to ensure financial sustainability and to continuously improve customer outcomes	<ul style="list-style-type: none"> A Crash Pad was established within the temporary homeless accommodation portfolio and will become operational in April 2021. As part of the national public health response homelessness services increased the number of temporary accommodation units in partnership with the RSLs. The change in course was due to the global pandemic. 		SG, DWP, BWA, BHHSP, private landlords, Housing Support	RRTP

	<ul style="list-style-type: none"> The national finance framework for temporary accommodation has been delayed and is not expected to complete until 2022/2023 at the earliest. 		providers, Info & advice agencies	
Explore ways to expand the range of transitional accommodation options for homeless households	<ul style="list-style-type: none"> The need for temporary accommodation continues to be in high demand, this case nationally as well. 		SG, BHHSP, private landlords, Housing Support providers, Information & advice agencies	RRTP
3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty				
Strategic actions	2022-2023 Actions	2022/23 Status	Partners	Related documents
Improve access to health and social care services for homeless people, particularly for those with complex needs by working with integration partners	<ul style="list-style-type: none"> Housing First - To the 31st of March 2023, 10 Housing First tenancies had commenced, making a significant contribution to helping to keep vulnerable people safe. Cyrenians will complete a formal evaluation of the pilot project in 2023 		BHHSP, IJB, H&SCP	RRTP






Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
3.1 Use effective housing options and preventative intervention to successfully prevent homelessness	No. of Housing Options cases assisted to a. maintain existing accommodation b. access settled housing	(a) 10% remained in existing accommodation: 2014/15 (b) 26% accessed settled accommodation – 17% social/9% PRS: 2014/15	a. 2% increase per annum b. 2% increase per annum per annum	(a) 60 (b) 89	(a) 45 (b) 21	(a) 64 (b) 35	(a) 56 (b) 22	(a) 43 (b) 29	(a) 25 (b) 13
	Number & % assessed as homeless	535 (83% of all applications): 2014/15	Not applicable	590 (84% of applications)	629 (82%)	645 (82%)	558 (84%)	578 (84%)	86%
	% applicants reassessed as homeless in same year	44 (4.5% of all applications): 2014/15	1% reduction per annum	30 (4.5%) 650	29 (3.8%)	36 (4.6%)	33 (4.9%)	17 (2.5%)	3%
	% young people presenting as homeless	210 (34% applications): 2014/15	5% reduction per annum	171 (24% applications)	197 (26% applications)	205 (27% applications)	198 (29% applications)	149 (23% applications)	21%
3.2 Improve access to & impact of Housing Options model	Number accessing Housing Options service	636: 2014/15	5% increase per annum	403	268	288	179	774	835
	Number partners delivering Housing Options model	1 (Homelessness Team) 2014/15	5 partners offering full Housing Options service	For consideration in 2018/19 by Borders Homelessness & Health Strategic Partnership	Agreement of Scottish Borders RRTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18.	Agreement of Scottish Borders RRTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18.	Agreement of Scottish Borders RRTP 2019/20-2023/24 – Target date 31/03/2023	Agreement of Scottish Borders RRTP 2019/20-2023/24 – Target date 31/03/2023	RRTP action plan is currently being revised
	% housing options cases that progress to homeless application	37%: 2014/15	Not applicable	62%	65%	49%	48%	46%	Not available at time of writing
3.3 Improve access to a range of settled accommodation options	% homeless cases closed in period accessing settled accommodation as outcome a. Social housing b. Private housing	(a) 55% accessed social housing: 2014/15 (b) 3% accessed assured PRS tenancy: 2014/15	a. 1% increase per annum b. 2% increase per annum	(a) 57% (b) 6%	(a) 58% (b) 7%	(a) 59% (b) 6%	(a) 59% (b) 8%	(a) 64% (b) 7%	(a) 62% (b) 6%
	% unintentionally homeless household access settled accommodation	59% (2014/15)	90%	62%	78%	80%	89%	94%	93%
	Number of homeless people housed through rent deposit scheme	84 (2014/15)	10% increase per annum	21	-	10	3	0	Not available at time of writing
	% RSL lets to homeless households	23% (2014/15)	50%	22%	28%	30%	33%	30%	Not available at time of writing
3.4 Lessen the impact of residing in temporary accommodation	Number of self-contained temporary accommodation spaces	104 spaces: 2014/15	104 spaces	107	104	106	119	129	150
	Number of supported accommodation spaces	8 spaces (5 x refuge, 4 x looked after children): 2014/15	13 spaces	8 spaces (4 x refuge, 4 x looked after children)	8 spaces (4 x refuge, 4 x looked after children)	8 spaces (4 x refuge, 4 x looked after children)	In order to provide Covid safe accom, refuge spaces reduced to	Refuge – 2 women and their children	Refuge – 2 women and their children

							- 2 women with their children.		
	% accessing temporary accommodation (i.e. not emergency placements)	94%: 2014/15	100%	99%	98%	No longer recorded through SHR	No longer recorded through SHR	No longer recorded through SHR	No longer recorded through SHR
	No. of households who occupied temporary accommodation - B&B accommodation	7%: 2014/15	0	2	6	8	0	0	7
	Average length of stay in temporary accommodation	100 days: 2014/15	10% reduction in length of stay per annum	137	151	135	136	163	169
	% satisfaction of temporary or emergency accommodation	83% very and fairly satisfied (2015/16)	90% satisfaction rate	90%	90%	-	-	-	-
	% of offers of temporary or emergency accommodation refused	15%: 2015/16	Reduce refusals by 5%	14%	3%	5%	11%	9%	-
3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty	Number of referrals received to Housing Support services(inclusive of Commissioned service(s))	425 cases: 2014/15	Not applicable	476	592	388 (new methodology, see footnote) ²	261	265	301
	Number of cases open within Housing Support Services(inclusive of Commissioned service(s))	237 cases: 2014/15	Not applicable	278	296	395	389	415	470
	Case closed with positive outcome recorded as a proportion of total number of housing support cases closed by SBC Homelessness housing support service and its commissioned service(s)	67% 2014/15	3% increase per annum	Collective 73% of total cases closed (291 cases)	74%	Total closed cases 255, 204 identified with a positive outcome = 80%	85%	83%	79%

² Please note new method is being used. Previous years have included some double counting between services – e.g. 358 received internally and 252 by Commissioned services = 610 (however 218 referral were direct referral to commissioned services from internal service therefore total = 388).

LHS Priority 4: More people are supported to live independently in their own homes

4.1 More people being able to live independently in their own homes				
Strategic actions	2021-2022 Actions	2022/23 Status	Partners	Related documents
Liaise with RSL partners to consider a range of new, and existing provision that could be adapted to suit changing needs and service configuration.	<ul style="list-style-type: none"> The findings from the Wheelchair Housing Study have been included in the SHIP 2023-28. The SHIP identifies proposed projects which includes particular needs housing provision. 		SBC, RSLs	<ul style="list-style-type: none"> Space To Live: Wheelchair Accessible Housing in The Scottish Borders SHIP 2023-28
Investigate the feasibility of developing shared ownership and equity release schemes for older people to finance property adaptations	<ul style="list-style-type: none"> Exploring the SFT Home Scheme (5k and the 40k home) The Scheme of Assistance will be getting reviewed as part of the new LHS 2023-28 		SBC, SG, RSLs	<ul style="list-style-type: none"> Border Housing Alliance Minutes
Explore the future potential of the Borders Care & Repair scheme to further provide a wider range of services which will enable people to live independently.	<ul style="list-style-type: none"> Continue to help support and deliver the Older Peoples Strategy 		SBC, Eildon, SWD, SBC Housing Strategy, Care and Repair Service	<ul style="list-style-type: none"> Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028 Scheme of Assistance
Make better use of digital infrastructure and telephony to enable individuals to live independently.	<ul style="list-style-type: none"> HST have been involved in the development of the Joint Strategic Needs Assessment and Strategic Plan for Health and Social Care 		IJB, RSLs, SBC	<ul style="list-style-type: none"> Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
4.2 Increased provision of specialised housing				
Strategic actions	2022-2023 Progress	2022/23 Status	Partners	Related documents
Implement an Older People's Housing Strategy in partnership with the Health and Social Care Partnership	<ul style="list-style-type: none"> Extra Care Housing Board continues to operate to oversee the delivery of the ECH programme Developing a wide range of PIs to update the current Performance Monitoring for Housing 		IJB, SWD, RSLs Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028	<ul style="list-style-type: none"> RRTP
Assess the extent and nature of needs within the gypsies and traveller community; and develop appropriate response.	<ul style="list-style-type: none"> A Gypsy Traveller Needs Assessment and Engagement Study was carried out in 2022 as part of the engagement of the new LHS 2023-28. Recommendations from the report have identified a need for a GT site in the Borders and a call for sites was carried out in February 2023. 		SESHoF, SBC, G&T community SBC Gypsy/ Traveller Meeting minutes	<ul style="list-style-type: none"> RRTP HNDA Project Team minutes
4.3 Effective housing input to process of health and social care integration				
Strategic actions	2022-2023 Progress	2022/23 Status	Partners	Related documents
Include housing within integration and locality planning processes to make sure that housing provision for a range of client groups is in the right place with sufficient connectivity to transport and digital infrastructure developments.	<ul style="list-style-type: none"> The Joint Strategic Needs Assessment and Strategic Plan has been developed throughout 2022/23 and housing contributed to the JSNA and Draft Plan Annual Affordable Housing including ECH, Amenity and wheelchair accessible housing delivery reported to Executive Committee. SBC and RSL representation attend the Strategic Planning Group 		IJB, RSLs, Third sector	<ul style="list-style-type: none"> Strategic Framework 2023 Locality Working Group minutes Housing Contribution Statement 2018
Enable a collaborative approach to a mapping exercise with the integration joint board to establish the availability of local advice and support services as part of the locality planning process (rural exclusion analysis)	<ul style="list-style-type: none"> HST continues to contribute to area partnerships and locality plans 		SBC, IJB, RSLs, Third sector	<ul style="list-style-type: none"> Locality Plans Community Led Support Group Minutes
4.4 Improved availability of housing support services				
Strategic actions	2022-2023 Progress	2022/23 Status	Partners	Related documents
Monitor availability and impact of housing support for young people and other vulnerable client groups	<ul style="list-style-type: none"> The Young People's Housing Needs Study and action plan have been embedded in the new LHS 2023-28. Taking forward the actions and key themes from the engagement Review is currently been undertaken on the RRTP Housing Strategy continue to be involved in Physical Disability Strategy Reference Group, the Strategic Planning Group and the Learning Disability Group 		SBC, RSLs, BHHSP	<ul style="list-style-type: none"> RRTP The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
4.5 Increase in prevention and early intervention				
Strategic actions	2022-2023 Progress	2022/23 Status	Partners	Related documents
Ensure RSLs work in partnership with care and support providers to improve intelligence of need across a range of client groups plus developments in technology and design innovation.	<ul style="list-style-type: none"> Continue to work support the delivery to housing for older people through extra care housing and care village Housing Strategy continue to be involved in Physical Disability Strategy Reference Group, the Strategic Planning Group and the Learning Disability Group The findings of the Wheelchair Study have been included in the SHIP and are being used to support the development of the specialist housing section of HNDA3 		SBC, RSLs	<ul style="list-style-type: none"> Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028 Physical Disability Strategy Strategic Plan

Provide information and advice to a range of client groups on the options available to them as their housing and care needs change, encouraging and supporting pre-planning.	<ul style="list-style-type: none"> The RRTP is currently being updated, including the action plan RSLs continue to review, monitor and update their allocation policies on a regular basis SBC Housing and Homelessness webpages have been through a review and are currently being updated 	G	SBC, RSLs Third sector	<ul style="list-style-type: none"> RRTP Communication Plan
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Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
4.1 More people being able to live independently in their own homes	Number of persons receiving aids/adaptations and handyman services	Minor adaptations – 355 Minor repairs – 20 Handyperson – 4495 Major adaptations – 75	Minor adaptations – > 355 Minor repairs - > 20 Handyperson – > 4495 Major adaptations – > 88 Targets to be agreed annually with Care and Repair service.	Minor adaptations & repairs – 155 Handyperson – 4,154 Major adaptations – 85	Small repairs & adaptations - 421 Handyperson – 4,058 Major adaptations – 94 RSL adaptations – 128	Small repairs & adaptations – 400 Handyperson – 4,060 Major adaptations – 116	Small repairs & adaptations – 264 Handyperson – 2,643 Major Adaptations – 41	Minor adaptations & repairs -199 Handyperson - 3,931 Major adaptations - 33	Minor adaptations & repairs -353 Handyperson - 3,726 Major adaptations - 68
4.2 Increased provision of specialised housing	Number of specialist housing places	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	14	4	5	52	51	10
	Number of new homes to wheelchair and varying needs standard	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	4	4	5	2	48	6
4.3 Effective housing input to process of health and social care integration	Recognition of HCS by HSCP	N/A	Housing involved in service redesign plans.	Housing Contribution Statement 2016 in place	Housing Contribution Statement 2018 in place	Housing Contribution Statement 2018 in place	Housing Contribution Statement 2018 in place	Housing Contribution Statement 2018 in place	Housing Contribute to the new Strategic Framework in 2022/23
	Housing represented at strategic planning level	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Housing represented	Housing represented	Housing represented	Housing represented
	Housing representation on locality planning groups	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Housing represented	Housing represented	Housing represented	Housing represented
4.4 Improved availability of housing support services	Outsourcing of housing support	N/A	Evaluation of benefits in outsourcing housing support	-	-	-	-	-	-
	No of people receiving housing support	N/A	Increase in number receiving support	476	592	388 ³	261	265	301
	Greater transparency and assessment of sufficiency of Housing support services	N/A	Assessment of impact of changes in support of objective	-	-	-	-	-	-
4.5 Increase in prevention and early intervention	Maximise use of Care and Repair budget	Social Rented Sector = £322k Private Sector = £375k (2016/17)	Monitor and evaluate procedures, value for money and impact of adaptations and equipment provision. Maintain existing level of budget provision.	Social Rented £423k Private Sector £442k	Social Rented Sector = £452k Private Sector = £406k	Social Rented £409k Private £439k	Social Rented £139,634 Private Sector £187k	Social Rented £345,837 Private Sector £129,273.37	Social rented: £580,045 Private sector: £487,637
	Increased use of technology to support individuals	No. receiving community alarm or telecare: Aged 18-64 = 239 Aged 65+ = 1,690	Introduction of new technologies. Evaluation report on outcomes.	18 – 64: 219, 65+: 1,445	18 – 64: 239, 65+: 1,637	18 – 64: 290, 65+: 2,564	18 – 64: 125, 65+: 829	18-64: 141, 65+: 1,103	Not available at time of reporting
	Evaluation of housing options advice and general advice/information services	n/a	Evaluation report on outcomes	Initially considered as part of Homelessness restructure on	Taken forward as part RRTP	Part of RRTP action Plan	Part of RRTP action Plan	Part of RRTP action Plan	Part of RRTP action Plan

³ Please note new method is being used. Previous years have included some double counting between services – e.g. 358 received internally and 252 by Commissioned services = 610 (however 218 referral were direct referral to commissioned services from internal service therefore total = 388)